

# Disability Advice Service (East Suffolk)

Registered Charity, No: 1152772

## Trustees' Annual Report & Statement of Financial Activity for the Year Ended 31 December 2021



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# 1 Reference and Administration Details

## 1.1 Name & Registration

The charity is a Charitable Incorporated Organisation, registration no: 1152772, registered with the Charity Commission on 08 July 2013.

The charity is registered with HM Revenue & Customs.

## 1.2 Address

14 The Square, Martlesham Heath, Suffolk, IP5 3SL

e-mail: advice@daseastsuffolk.org

website: www.daseastsuffolk.org

## 1.3 Names of the Trustees Who Manage the Charity

	Role	Appointed	Resigned
Nick Bennett	Chair	02 March 2020	
Roy Gilmour	Vice Chair	13 July 2017	
Robin Stroud	Treasurer	17 June 2013	
Steve Doe	Dep Treasurer	10 September 2014	
Rod Gibson	Secretary	13 January 2020	
Michelle Eaves	Trustee	12 March 2021	
<i>Nigel Farthing</i>	<i>Trustee</i>	<i>17 June 2013</i>	<i>07 May 2021</i>
Emily Hook	Trustee	09 April 2021	
Natasha Hook	Trustee	09 April 2021	
Debbie O'Hara	Trustee	11 September 2020	

## 1.4 Names of Senior Members of Staff

Jo Bowen, Manager

## 1.5 Bank

Lloyds Bank, 8 The Thoroughfare, Woodbridge, Suffolk, IP12 1AF

# 2 Structure, Governance & Management

## 2.1 Type of Governing Document

The charity's constitution is based on the Charity Commission's Foundation Model for Charitable Incorporated Organisations, where the trustees are the only members of the charity.

## 2.2 Charitable Objects

As defined in Disability Advice Service (East Suffolk)'s constitution (governing document):

The charity's object is: *the relief of people with disabilities in East Suffolk.*

## 2.3 Trustee Selection Methods

There must be at least three charity trustees. The maximum number of trustees is 12.

In accordance with the constitution, trustees are appointed or re-appointed for a term of three years by a resolution passed at a properly convened meeting of the Management Committee.

In appointing trustees due consideration is given to ensuring that the trustees have, between them, the skills and experience necessary to manage the charity effectively and in accordance with charity law.

### 3 Activities

#### 3.1 Statutory Declaration

The trustees of Disability Advice Service (East Suffolk) confirm that they have paid due regard to the guidance issued by the Charity Commission on public benefit in deciding what activities the charity should undertake.

### 4 Achievements & Performance

#### 4.1 Outputs and Outcomes for the Charity's Beneficiaries

2021 was a second year dominated by the Covid-19 pandemic with notably the number of crisis clients remaining more than five times higher than pre-pandemic levels. These clients, often suffering from severe mental health issues, need a wide range of help which are resource intensive. This together with the more holistic service we have developed for clients generally led to a significantly higher level of enquiries received/handled for a similar overall number of clients advised.

A return to normal advice duties for volunteers meant that the Listening Service resource was depleted but we recruited another 8 taking our volunteer team to 18 in the latter part of the year enabling us to resume this part of the service:

	2021	2020
Clients advised	1,055	1,086
Enquiries received	7,587	5,632
Appeals representations	75	75
Success rate on appeals	100%	100%
Benefit gain (Year One)	£2,606,983	£2,111,829
Benefit gain (Full)*	£8,857,412	£7,175,091
Crisis clients	145	127
Listening Service contacts	143	897
Subsistence grants and food parcels to individuals	£11,388	£14,772

\* Some benefits have longevity beyond the first year and the full benefit calculation accounts for this.

As a Disabled People's Organisation, a number of our staff and volunteers still needed to take extra care due to their vulnerabilities but the flexibility of the home-based working options we introduced in 2020 together with supporting technology proved a worthwhile ongoing investment.

With minimal interruption, we maintained a programme of face-to-face interviews by appointment under Covid-safe conditions throughout. The response of our manager, Jo Bowen, and her team of staff and volunteers throughout the year once again deserves the highest possible praise.

Three new trustees were appointed with the aim of diversifying gender, age and ability bringing the management committee to nine members. We also said goodbye to one member who had served the charity over a number of years. Meeting frequency reverted to bi-monthly in keeping with the introduction of a new monthly Senior Management Team meeting involving senior staff and key charity officers. Our strategic projects are progressed in accordance with our 3-year Business Plan.

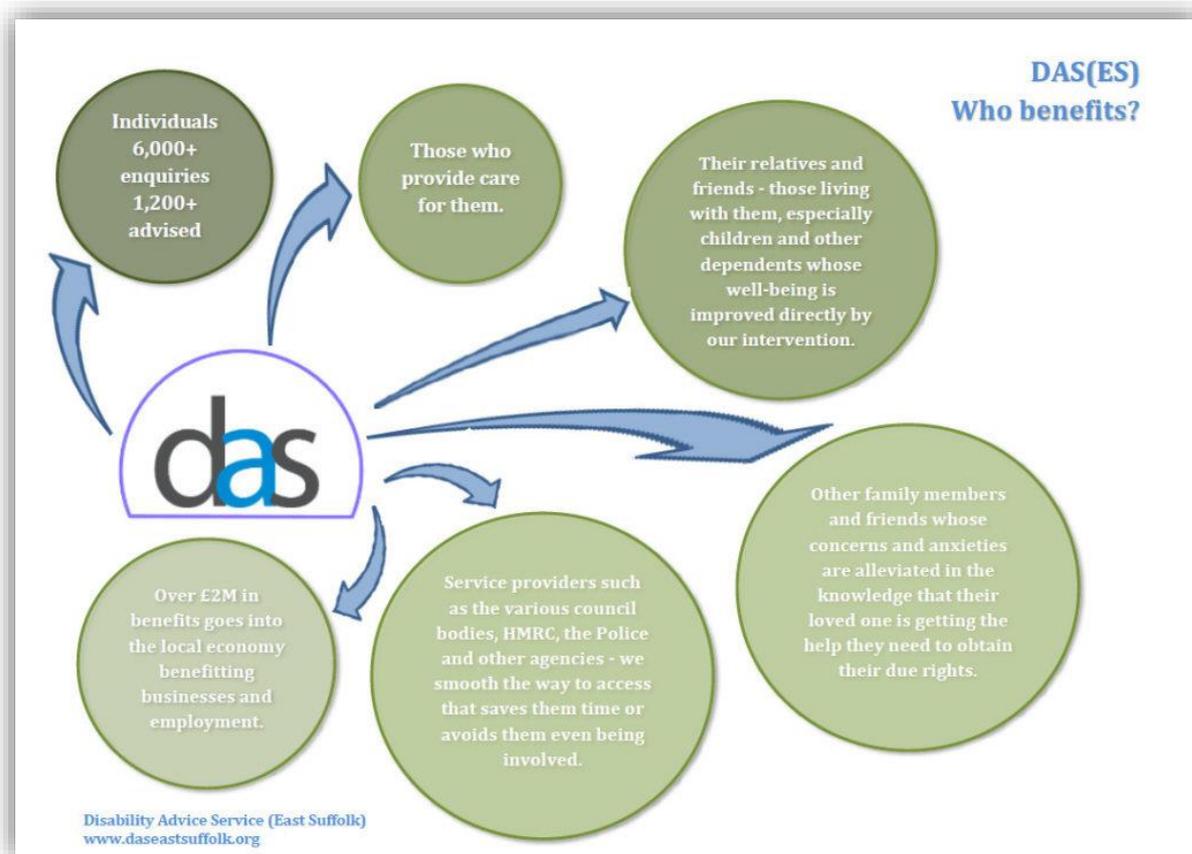
The charity's priorities for the coming year are:

- to increase its reach to more potential beneficiaries;

- working with our district council and other organisations in assessing and distributing grants to our beneficiaries in poverty crisis;
- securing Advice Quality Service accreditation and Trusted Charity status;
- expanding the service to help tackle fuel poverty and raise awareness of Pension Credit eligibility; and
- introducing better ways of measuring our beneficiaries' satisfaction with the service.

## 4.2 How the Public Have Benefitted

In addition to beneficial impact directly on our clients the service also benefits other groups as illustrated in the chart below:



## 4.3 Contributing to Activities Run by Other Organisations

The charity provides a gateway assessment service for other organisations that provide hardship funds for crisis intervention and poverty relief.

## 4.4 Trustee Development

Trustees are encouraged to participate in development opportunities as and when appropriate.

## 5 Financial Review

### 5.1 Details of Any Funds Materially in Deficit

The Charity has no funds which are materially in deficit.

### 5.2 Policy on Reserves

The Charity's policy on reserves is determined by Charity Commission guidance in that having no fixed assets it maintains an amount of cash which is sufficient to discharge its obligations in

the event that the Management Committee deems it necessary to close the charity. The amount required varies over time and therefore is kept under regular review by the Management Committee.

### 5.3 Principal Sources of Funding and Outgoings

The principal sources of funding are grants made to the charity by small and large charitable foundations, all levels of local government and individual donations.

The charity is a member of the Chartered Institute of Fundraising and adheres to its Code of Conduct.

In compliance with the Charities (Protection and Social Investment) Act 2016 all fundraising is carried out in a safe way which protects the public. We do not cold call or appeal to the public to sign up to long term giving commitments other than providing options to do so on our website. The charity does not make payments for fundraising activity of any kind and it has never received a complaint related to fundraising activity.

### 5.4 Remuneration of Trustees

All Trustees act in a voluntary capacity and receive no remuneration or other material benefits from their services to the Charity.

Out-of-pocket expenses necessarily and reasonably incurred by Trustees in promoting the purposes of the Charity are reimbursed at cost.

### 5.5 Financial Status

Though modest, the charity's current resources from unrestricted donations are sufficient to meet its outgoings for six months.

All the indications are that this will remain the case for the foreseeable future.

### 5.6 Statutory Statements on Liabilities

The Trustees declare that:

- ✓ The charity has given no guarantees where potential liability under the guarantee is outstanding at the date of this statement; and
- ✓ The charity has no debt outstanding at the date of this statement which is owed by the CIO and which is secured by an express charge on any assets of the CIO.

Signed on behalf of the Trustees

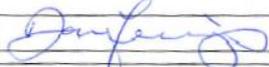


Name & Role    Rod Gibson  
                          Secretary to the Management Committee

Date: 17 March 2022

## 6 Statement of Financial Activity

### 6.1 Independent Examiner's Report on the Accounts

	<b>CHARITY COMMISSION FOR ENGLAND AND WALES</b>	<b>Independent examiner's report on the accounts</b>	
<b>Section A Independent Examiner's Report</b>			
Report to the trustees/ members of	DISABILITY ADVICE SERVICE (EAST SUFFOLK)		
On accounts for the year ended	31 <sup>st</sup> December 2021	Charity no (if any)	1152772
Set out on pages	2		
Responsibilities and basis of report	I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/12/2021 As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").		
Independent examiner's statement	I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act. I have completed my examination. I confirm that no material matters have come to my attention ( <del>other than that disclosed below</del> ) in connection with the examination which gives me cause to believe that in, any material respect: <ul style="list-style-type: none"><li>• accounting records were not kept in accordance with section 130 of the Act or</li><li>• the accounts do not accord with the accounting records</li></ul> I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached. <i>* Please delete the words in the brackets if they do not apply.</i>		
Signed:		Date:	06/02/2022
Name:	Daniel Jennings		
Relevant professional qualification(s) or body (if any):	ACA		
Address:	9 CAULDWELL AVENUE IPSWICH, SUFFOLK IP4 4EB		

IER 1 October 2018

## 6.2 Receipts & Payments Accounts for the Financial Year Ended 31-December-21

### 6.2.1 Balance Sheet

Disability Advice Service (East Suffolk)  
Registered CIO Charity 1152772

Balance sheet as at 31st December 2021  
for the period Jan-Dec 2021

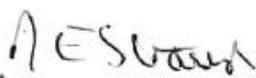
2020		2021		2020		2021	
Opening	Activity	Opening	Closing	Assets	Closing	Assets	Closing
Jan-Dec	Jan-Dec	Jan-Dec	Jan-Dec	Jan-Dec	Jan-Dec	Jan-Dec	Jan-Dec
£	£	£	£	£	£	£	£
458	Cash	602	602	Cash	311		
6,764	Current Ac	12,290	12,290	Current Ac	12,311		
29,512	CCLA	29,576	29,576	CCLA	29,579		
39,647	Deposit	104,677	104,677	Deposit	154,690		
70,764	b/fwd	49,746	76,381	b/fwd	147,145		
147,145	c/fwd	196,891	147,145	c/fwd	196,986		
			47,000	Reserves	60,000		
			26,835	Restricted	28,275		
			73,310	Unrestr't'd	108,711		
			147,145		196,986		

Note. As the £ 1,481 held in the current account for the Coastal Forum are not DAS funds, it has been removed from the balance sheet.

It is accounted for on the current account bank reconciliation statement.

Agreed to be a true record and accurate statement of our accounts, which have been duly examined.

Robin Stroud  
Hon. Treasurer  
Date 10/3/22



Nick Bennett  
Chairman  
Date 10.3.22



Daniel Jennings. Chartered Accountant  
Independent Examiner

Date 06/02/2022

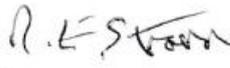


## 6.2.2 Statement of Financial Activities

Disability Advice Service ( East Suffolk) CIO no. 1152772  
 ANNUAL ACCOUNTS 2021  
 Statement of financial activities for the year ending 31st December 2021

INCOMING	Unrestricted	Restricted	Total
	£	£	£
Donations	2,471		2,471
Grants	93,674	114,749	208,423
Fund raising	20		20
Interest	16		16
<b>TOTAL</b>	<b>96,181</b>	<b>114,749</b>	<b>210,930</b>
<b>EXPENDED</b>			
Events	0	0	0
Advice Services	875	160,309	161,184
<b>TOTAL</b>	<b>875</b>	<b>160,309</b>	<b>161,184</b>
<b>NET</b>			
<b>GAINS/LOSSES</b>	<b>95,306</b>	<b>-45,560</b>	<b>49,746</b>
<b>NET MOVEMENT</b>			
<b>IN FUNDS</b>	<b>95,306</b>	<b>-45,560</b>	<b>49,746</b>
<b>RECONCILIATION OF FUNDS</b>			
Funds brought forward	73,310	73,835	147,145
Funds carried forward	168,616	28,275	196,891
<b>FUNDS OF THE CHARITY</b>			
Cash	311		311
Current account	12,311		12,311
CCLA	29,579		29,579
Deposit account	126,415	28,275	154,690
<b>TOTAL</b>	<b>168,616</b>	<b>28,275</b>	<b>196,891</b>

Note. As the £1,481 held in the current account for the Coastal Forum are not DAS funds these have been excluded from FUNDS OF THE CHARITY.

Signed  
 Robin Stroud   
 Hon. Treasurer  
 Date 10/3/22

Signed   
 Nick Bennett  
 Chair of Trustees  
 Date 10.3.22

Signed  
 Daniel Jennings. Chartered Accountant  
 Independent Examiner  
 Date 06/02/2022  


### 6.2.3 General Account

Disability Advice Service (East Suffolk)						
Accounts for the period 1st January to 31st December 2021						
GENERAL ACCOUNT						
2020		2021		2020		2021
		JAN-DEC		JAN-DEC		JAN - DEC
EXPENDITURE			INCOME			
95,114	Salaries/HMRC/pension	101,492		34,462	SCC	30,000
12	Recruitment	5,448		3,997	MS Society	3,997
21,512	Rent & service charges	20,947		6,870	Donations	2,471
999	Travel	117		63	CCLA interest	4
321	Training	2,567		7,189	HMRC JRC	0
2,162	Telephone & internet	2,231			Houseold support	7,000
519	Postage	299		30	Lloyds interest	12
662	Stationery	1,191		6,820	Grants restricted )	
1,609	Insurance	1,771		14,500	Grants unrestricted )	101,728
31	Publicity/Advertising	2,509		4,465	Local Govrenment	5,141
56	Refreshments	114		117,284	National Lottery	57,557
1,235	Books/Publications/Subs	1,780		16,121	Crisis worker in restricted	0
2,803	Prof. Fees/Gifts	4,335		3,500	Hardship fund in restricted	0
12,280	Office equipment	7,043		5,200	Rope emergency fund	3,000
1,214	Cleaning	1,180			Dance	20
96	Fund raising costs	0				
149	Legal/DBS/Licenses	303				
2,882	Utilities	3,419				
6,147	Hardship/emergency payment	4,343				
	Coastal Forum	95				
149,803				220,501		
514	Client grants	0		580	Client grants	0
150,317	SUB TOTAL	161,184				
70,764	SURPLUS	49,746				
221,081	TOTAL EXPENDITURE	210,930		221,081	TOTAL INCOME	210,930

*R. E. Steward Robin Steward 10/3/22*

### 6.2.4 Approval of the Board of Trustees

The Trustees declare that they have approved the above Annual Report & Statement of Financial Activity.

Signed on behalf of the Trustees



Name & Role Rod Gibson  
Secretary to the Management Committee

Date: 17 March 2021

### 6.3 Notes to the Accounts

a) Accounting Policies

The financial statements have been prepared in accordance with the Charities Act 2011 Section 133, using the Receipts and Payments basis available to small charities and the charity's own simple accounts spreadsheet.

b) Cost of Fundraising

No payment was made for costs related to raising funds.

c) Reimbursement of Out-of-Pocket Expenses

Out-of-pocket expenses incurred necessarily, reasonably and incidentally in the course the charity's activities are reimbursed at cost.

No Trustees received any reimbursement of out-of-pocket expenses in the financial year.

d) Salaries & Professional Fees

No trustee receives any payments for the services they provide to the charity.

In the current financial year the charity employed staff but no paid external contractors.

e) Fixed Assets

The charity has not purchased or disposed of any fixed assets in the current financial year.

f) Creditors & Debtors

Cheques for goods or services purchased, or invoices for goods or services delivered, which are issued prior to the end of the financial year but not appearing in the end of financial year bank statement are reported as outstanding creditors or debtors respectively.

g) Rounding Discrepancies

All amounts are recorded to the penny, but in these accounts are shown as digitally rounded to the nearest pound. This can occasionally result in a total apparently not being the sum of its constituent amounts. All individual amounts, and their totals, are nevertheless correct.